ii2P Presentation – WIC EBT

October 26, 2010

ii2P – Changing IT Services and Delivery
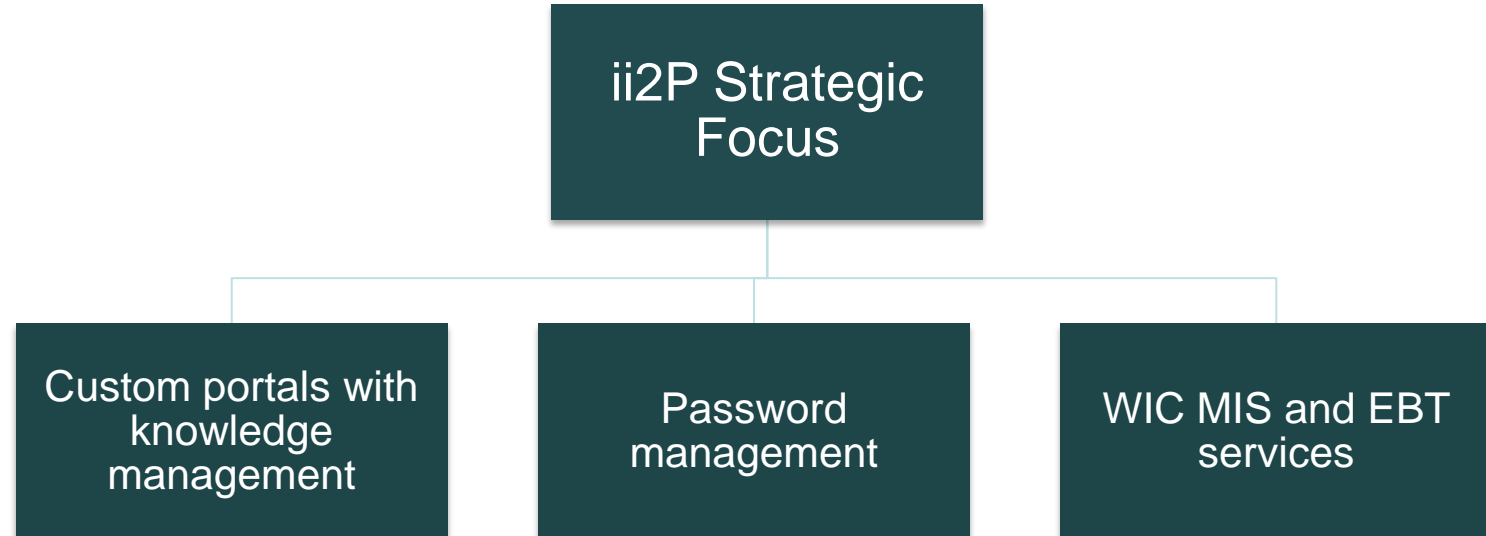
ii2P is a IT self-service company

- We use enabling self-directing technologies such as the Web, <u>smart cards</u> and biometrics to create unique solutions

- We focus on the end user

- We provide a helping hand in assisting our customers to achieve their goals

ii2P can get you where you wouldn't otherwise be!

ii2P Business Practices

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           │    ii2P Strategic    │
           │        Focus         │
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│ Custom       │ │              │ │              │
│ portals with │ │  Password    │ │ WIC MIS and  │
│ knowledge    │ │  management  │ │ EBT          │
│ management   │ │              │ │ services     │
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A Custom Self-Service Portal

ii2P's KeyStone™
Self-Service Interface

- **Designed for End User Adoption!**
  - Simple, effective solutions
  - Services end users need
  - Clean

- **Provides the solutions your end users want**
  - Easy to expand
  - Easy to configure
  - Easy to integrate
  - Easy to navigate

- **Supports your WIC mission**
  - Metrics reporting provides a gauge of effectiveness
  - Creates value
  - Reduces costs
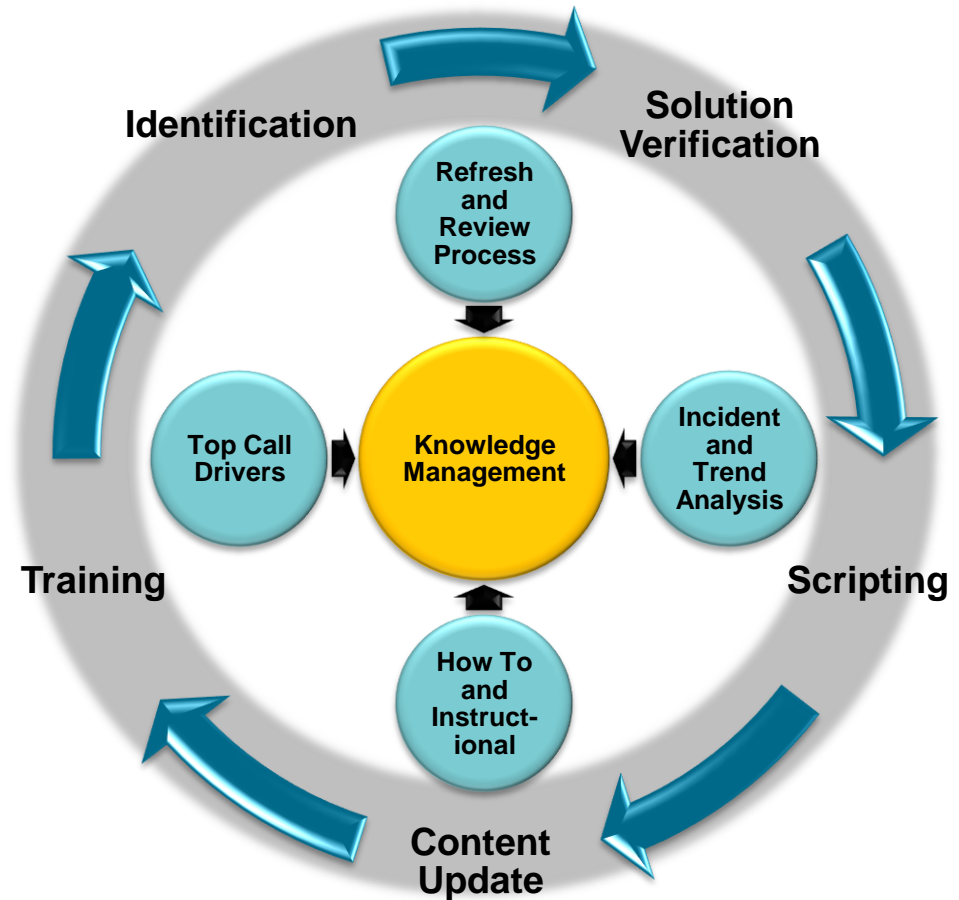 - Improves processes

Knowledge Management

- Improve Service and the Customer Experience with effective Knowledge Content and Refresh Processes.
  - Content integrity, currency and relevance
  - How content it is used, measured, and controlled
  - Effectiveness of knowledge on incident resolution
  - Effectiveness of knowledge in proactively advancing Dell's technologies in the market

- Enhancing focus on knowledge management with ICEaTOPE optimization creates an end-to-end service delivery process that will create a ***Preferred End-user support model.***

Identification

Solution Verification

Refresh and Review Process

Incident and Trend Analysis

Top Call Drivers

Knowledge Management

Training

Scripting

How To and Instruct-ional

Content Update

ii2P**eople**
integrity & innovation

ii2P MyVault™ -- A Password Management System

A turnkey, self-service password solution that will successfully alter the way you and your staff manage passwords

❑ Chip-based solution in a Smart Card, Badge, or other Personal Portable Security Device

❑ Provides two-factor strong authentication (three-factor if needed)

❑ Stores and then retrieves credentials for automatic logon

❑ Self-service PIN reset

❑ Completely secure – stored information is encrypted, data erasure is activated if chip is tampered with, PIN-protected

Two-Factor Authentication	Self-Service Reset	SSO

Convenient, Affordable, Secure

ii2People
integrity & innovation

ii2P WIC MIS Professional Services

- **Functional Requirements Documentation**

- **General Systems Design**

- **Systems Alternative Analyses**

- **Cost Benefit Analyses**

- **Gap Analyses**

- **Quality Assurance Services**

- **Security Plans**

- **Training Plans**

- **Continuity of Operations Plans**

- **Feasibility Studies**

- **Implementation Advance Planning Documents**

- **RFP Preparation**

ii2P WIC EBT Functional Capabilities

- **Project Management**

- **Help Desk Services**

  - **Documentation**

    - **Training**

    - **Installation**

- **Equipment Deployment**

- **Provisioning**

- **Terminal Application Software Development**

- **Smart Card Software Development**

- **Smart Card Production and Deployment**

- **Consulting**

ii2P**eople**
integrity & innovation